Employment Opportunity:
Visitor Experience Associate, Part-time

About the Museum
The Rubin Museum of Art in Chelsea, New York City, explores and celebrates the diversity and uniqueness of Himalayan art, ideas and culture across history and into the present. With its globally renowned collection of nearly 4,000 objects largely centered around the Tibetan Plateau and spanning 1,500 years, the Rubin fosters understanding and appreciation of this region by relating its art and ideas to our shared human experience today.

The Rubin offers innovative exhibitions and programs that examine provocative ideas across the arts and explores the mind. Through this work, the Rubin serves as a space for reflection and personal transformation, opening windows to inner worlds so visitors can better navigate outer ones.

Within its five floors of galleries are several long-term rotating installations drawn from the permanent collection as well as frequent short-term exhibitions that are more broadly conceived.

Now in its second decade, the Rubin welcomed around 170,000 visitors last year and has a growing membership of more than 4,000 households.

About the Position
In this position, the Visitor Experience Associate serves as the first point-of-contact with the visitors to the Museum. In addition, staffing the front desk and coat check areas; conducting daily admissions transactions; and actively encouraging participation in Museum activities are other important aspects of this position.

This is a part-time non-exempt position (no more than 20 hours per week) with a work week schedule as follows: Sundays 11:30 AM - 5:30 PM; Mondays 10 AM - 5 PM; Friday 3 PM - 10 PM; with some flexibility required as needed.

The incumbent reports to the Manager of Visitor Experience & Interpretation.

Responsibilities:
Front Desk:

- Welcomes and orients visitors by offering assistance in a warm and friendly manner, ensuring all programs, exhibitions and services are properly communicated to visitors.
Maintains proper appearance of the front desk/coat check area and inventory of brochures and other printed materials.
Stores and retrieves parcels, coats, and other visitor items.
Performs Entrance ticketing, Membership, and Programs Sales processing at the front desk via ACME.
Performs financial reconciliation and cash management processes.
Troubleshoots visitor problems, answers museum telephone line, and routes calls as necessary.
Confirms all public signage is up-to-date and accurate.
Monitors maintenance of Audio Tour devices and ensures daily charging, security and storage of recorded guide units.
Data entry as assigned (in particular patron details for Raiser’s Edge)
Assist in efforts to make the Museum visit accessible for all visitors
Other duties as assigned.

Visitor Experience:
- Evaluates visitor experience and recommends changes as needed.
- Attends relevant trainings to maintain understanding of upcoming exhibitions and programs.
- Represents the Museum as needed during special events and in welcoming tour groups.
- Performs assignments and projects for the Visitor Experience & Interpretation team as assigned.

Qualifications:
- High school diploma or equivalent is required.
- Ability to work 18-20 hours per week with flexibility to cover extra shifts as needed.
- Customer service-related experience strongly preferred.
- Must have a professional demeanor and be able to comfortably enjoy engaging with members of the public.
- Must be able and willing to learn and disseminate exhibition and programmatic related content.
- Must be a team player and work well with others.
- Knowledge of MS Office preferred.
- Well organized and detail-oriented.
- Strong oral communication skills.
- Ability to act with diplomacy.
- Some knowledge/experience with Himalayan art a plus.

Compensation:
- Hourly rate $15.00

Please provide the following as part of your application:
- Complete resume.
- A cover letter addressing both your interest in the Rubin Museum, and your qualifications for this position.

Application:
- Please indicate Visitor Experience Associate, PT in the Subject Line of email and in body of cover letter.
- Applications in electronic format preferred, and accepted at jobs@rubinmuseum.org
• Mail application to: The Rubin Museum of Art, 150 West 17\textsuperscript{th} Street, New York, NY 10011. Attention: Head of Human Resources Dept.

The Rubin Museum of Art is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation.